**Minutes PPG Meeting 19th November 2021**

**Attendees** BW, JP,PC,ID,MS,PH,JD,GS,PG,JW, RS

**Guest Speaker**s Katie Underwood Community Link Worker, Becki First Contact Practitioner Beech Hill Medical Practice

**Apologies**- DB,CH,PD

JP welcomed everyone to the meeting and advised of the apologies.

New member MS, JD & GS were welcomed to the group. A copy of terms of reference were circulated to the group for the new members and as a refresher for existing members

1. Becki gave a presentation which summarised the role.

The FCP roles were introduced into Wigan practices at the start of the year.

The role has very much been integrated within our practice. We have 2 practitioners across the week working with our practice, Becki & Nathan.

The aim of the role is to triage and assess new MSK problems and where appropriate asses in the early stages of a new problem, to prevent referrals into secondary care which often have a lengthy wait list.

Patients submit an Askmygp to the practice and if what the patient states fits the criteria of the FCP. The FCP will make direct contact with the patient often the same or next day. then go onto asses the face the same week. The service is proving very efficient.

Katie provided a presentation on the community link worker service. The Link worker is a service which patients with consent can be referred for assistance with a vast range of none-medical problems. There are currently 26 Link workers in the Wigan Borough.

Cases studies have shown patients with ongoing cycles of depression and anxiety can have none medical problems which remain unaddressed which perpetuate the depression and anxiety. One aim of the role is to address ongoing unresolved problems with affect a person’s overall well-being.

The role is very vast and can assist with many more problems including

* Housing related matters including poor living conditions
* Neglect of self-care
* Debt, finance or benefit queries
* Loneliness/isolation
* Carers that require support

Katie provided a case study of a patient and the work that had been achieved from the link worker service working with the patient.

Katie also advised the Wigan team made 3396 calls to Vulnerable patients during the pandemic. Evidencing what a huge difference the role can make.

**Practice Update**

* As it was some time since the last meeting due to the Covid 19 pandemic the group were briefed on changes within the practice during this time. JW had been asked to share some data on the current G.P’s and practitioners in the practice which are

Dr Unwin

Dr Lord

Dr Misterek

Dr Suntha

Dr Gupta

Dr Fernando

Dr Musarraf

Diane Barton

Mike Hodgkinson

Dr Ajibade had retired in March and Dr Marwick in September. Both will be missed greatly by the staff and patients after being G.P’s & Partners at the practice for many years.

JW had also prepared some date on the number of clinicians in each day and how askmyGP requests are managed once received at the practice. This was discussed amongst the group. We accept that Askmygp is not a perfect system however it was something introduced rapidly at the start of the pandemic to allow practices across wigan to accept requests from patients without initial face to face contact due to the restrictions in place by the government to minimise the spread of Covid 19.

We discussed the negative press that healthcare in general is receiving at present. JW shared some internal data (none confidential) with the group regarding the numbers of patients triaged, seen etc over recent months to evidence that general practice is very much still here for our patients just working in a different way than we have been previously.

JP provide a brief update from meetings attended with the CCG

* JP is a member of the health watch advisory services who currently
* Will investigate complaints amongst a number of services including Wigan and Leigh Hospice
* A survey that was recently carried out on the continence service found very little is publicised about the service
* Currently looking at Askmygp across G.P Practices
* Discussions are being held regarding access to Dental services
* Wigan Borough CCG is currently undergoing a reform of which further information will follow.

PG also provided a brief overview on meetings attended as the meeting drew to a close, we will visit this information in more detail in the next meeting.

All attendees were thanked for their time in attending the meeting.

**Dates and times for future meetings**

Members prefer the meeting being held at the practice so we will continue with this.

* We discussed holding a further meeting before the Christmas break. JW will check dates and circulate to the members